

April 15, 2008

WRITER'S DIRECT NUMBER: (630) 355-3376
EMAIL: MCHAKRABARTI@SBCGLOBAL.NET

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RE: Invention:	SYSTEM AND METHOD FOR CALL CENTER DIALOG MANAGEMENT
Inventor(s):	Sherif Yacoub
Serial No.:	10/699,264
Filed:	October 30, 2003
Art Unit:	2614
Examiner:	Phan, Joseph T.
Confirmation No.:	2032
Atty. Docket No.	200309365-1

MAIL STOP: Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO OFFICE ACTION DATED JANUARY 15, 2008

Dear Sir:

In response to the Office Action dated January 15, 2008, please amend
the above-identified patent application as follows:

Amendments to the Claims begin on page 2 of this paper.

Remarks begin at page 9 of this paper.